

ON - LINE DEMONSTRATION

Manual

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Reference: CT-M-MA-101103-v1



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1 Welcome

Welcome to the On-line Demonstration of the CyberTech Recording Solution (CT Recording Solution R6).

This Voice Recording Solution is a server based system for storing voice calls and associated data. This manual describes (part of) the CT Recording Solution user software, which is intended to enable you to find recorded calls easily and to listen to them. The program runs on the Recording System (web server) and does not have to be installed locally. You can log onto the application via a web browser (Microsoft Internet Explorer v6 or higher).

A recorded call can be easily found, due to the advanced search function. A search can be performed on the basis of various criteria such as date, call duration, user, text or parts of text from the call notes and number called.

As this on-line demonstration is used by multiple persons, some functions (as to saving data) are restricted in this on-line Demonstration application.

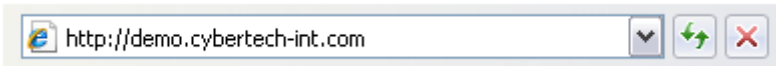
2 Requirements

To operate the on-line demonstration, the following is required:

- Connection to broadband internet
- Microsoft Internet Explorer (IE) version 7.0 or higher with these settings:
 - Add the domain **demo.cybertech-int.com** to 'trusted sites'
 - Put the security settings for trusted sites to **Low**
 - Enable **Active-X** control
 - Disable **Pop-up** blocker
- Microsoft Silverlight is required to playback audio. To install Silverlight, go to www.microsoft.com/silverlight and follow the instructions.

Start the on-line demonstration

Use the following URL to access the on-line demonstration:



This will open the Log on page of the CT Recording Solution user interface.

3 Log on

To start the Web demonstration you have to Log on to on-line the CT Recording Solution:



The screenshot shows a web interface for logging on. At the top, there is a blue bar with the text "Log on" in white. Below this bar, there are two tabs: "Main Administration" (which is selected) and "Free Seat". The main content area has a light blue background with a pattern of small circles. It contains the text "Log on using your user name and password." followed by two input fields: "User name" and "Password". The "Password" field has a small button with a right-pointing arrow next to it.

Enter your personal **User name** and **Password**, and click on:

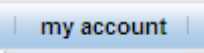

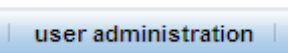
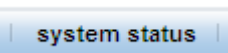
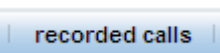


Note:

A free personal User name and Password can be obtained from CyberTech International by sending your request for access to the on-line demo to : sales@cybertech-int.com.

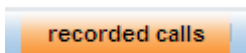
4 Recorded calls

After logging on, the **MyAccount** window will be displayed with the following menu options*:

	Home page with personal settings
	Installation setting for archiving and database
	Administration of Users and Groups
	Status overview of channels, media and alarms
	Overview of Recorded Calls
<u>Logout</u>	End the application

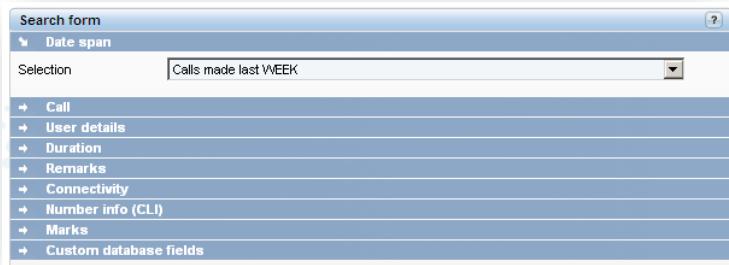
*) available menu options depend on your authorisation level.
Only those menu options are visible where you have access to.

Select **recorded calls**



5 Search calls

When selecting the recorded calls menu, the following window is displayed:



A complete search can be defined as a combination of a number of search criteria. All different search criteria can be combined to get the most accurate search results. The search form shows a number of collapses to define search criteria.

Only if a collapse is 'opened' by a mouse click, the collapse will be used as search criteria. The picture above shows all collapses closed. This search action will return all available calls with a maximum number of results as defined in the system installation, global settings menu.

Date Span

The date span collapse allows you to search calls depending on creation date. It is possible to search for calls before, after, between or on a specific date. Standard date span available are: last hour, last day, last week or last month.

Call id

The call id collapse allows you to find a call by unique call id. This can be used to pinpoint a single call.

User details

The user details collapse allow you to search calls for a specific user.

Duration

The duration collapse allows you to search calls with a specific duration. It is possible to search for calls with duration of less, more or between a specific duration span.

Remarks

The remark collapse allows you to search for calls with a specific remark text added.

Connectivity (Channel/Direction)

The connectivity collapse allows you to search for calls made on a specific recording channel. This could be combined with the call direction.

Number information (CLI)

The number information collapse allows you to search a specific call by CLI.

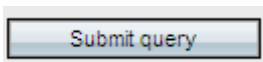
Marks

The marks collapse allows you to search calls marked with a specific mark type.

Custom database fields

The custom database field collapse allows you to search by any of the added database fields.

Start searching for calls matching the search criteria by clicking the button:



6 Search results

The next screen shows the list of calls found after the Call Search Query. The columns shown are defined in the column selection submenu. For each call details are listed in the calls details window. Calls can be played using the audio player.

Search results						
10456	Dave_DEMO0	9	2010-02-10 21:18:32	00:00:40	+32 23 643799	
10455		97	2010-02-10 21:02:17	00:01:18	+44 1223 25770038	
10454	Sandra_DEMO51	60	2010-02-10 19:53:51	00:02:02	+49 3381 8435585	
10453		8	2010-02-10 19:30:26	00:00:40	+46 31 58091	
10452		79	2010-02-10 18:57:33	00:01:23	+43 662 145227	
10451	Rich_DEMO41	50	2010-02-10 18:44:36	00:01:18	+44 113 8823889	
10450	Dave_DEMO0	9	2010-02-10 17:55:08	00:01:18	+32 15 730785	
10449	Kims_DEMO32	41	2010-02-10 17:43:34	00:01:50	+49 511 8881788	
10448	Rich_DEMO42	51	2010-02-10 17:38:35	00:01:50	+49 231 5738415	






Note:

The maximum number of results is limited and defined in the system installations menu. Also the maximum search time is defined in the system installation menu. If a search action returns the maximum search results you might need to narrow your search by changing your search criteria.

The search results window shows all call data columns. Each column width can be changed by pointing the mouse pointer at the column boundaries and clicking the left mouse button. The column width is changed by dragging the mouse pointer to the left or right. The current column width is automatically saved in the user profile.

To listen to the recorded call, click on the call and the audio player starts automatically.

The search results window has a number of function buttons in the upper right corner:

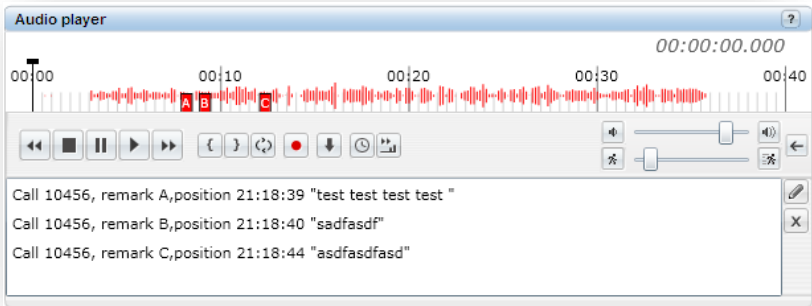
-  Export the search results to a comma separated file. All call result pages will be exported. Only visible columns in the search results page will be included in the export file. The csv-file could easily be imported to excel for further analysis.
-  Redo the calls search query to get most recent calls.
-  Activate the quick column selection. A simplified column selection window is showed allowing the user to select a stored view or change the current view.
-  Auto-refresh search results. At this interval the 'Redo search query' action is done. Options are '-' (no auto refresh), refresh every 30s, 60s, 300s and 600s. The refresh interval is reset at every mouse click in the search results page.
-  Change the number of calls per page. Options are 15, 25, 50, 100 and 250.

At the bottom if the search results window, the number of pages with result is showed. There are navigation buttons to navigate trough the pages.

Click on any of the lines in the Search Result window to start playing the call.

7 Play a call

The **Audio player** window has a number of function buttons to navigate, mark, loop etc. The play time is displayed in the upper left corner.



Function buttons are:



Call navigation. Rewind, stop, pause, play and forward. It is possible to click on the call slider and move it to the right or left for fast navigation.



Call looping. Start play loop, end play loop and stop looping. The call loop is highlighted on the play timeline.

Toggle time notation. Time notations are:



- Absolute play time [YYYY-MM-DD HH:MM:SS.mmm].
- Relative play time [HH:MM:SS.mmm].
- Relative play time counted down [- HH:MM:SS.mmm]



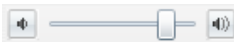
Remark texts: Add remark, delete remark and edit remark. When editing an ok button must be pressed to store the remark with the call.



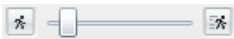
Skip next: The next call in the calls list will be played.



Skip Silences. Silences in the call are automatically skipped.

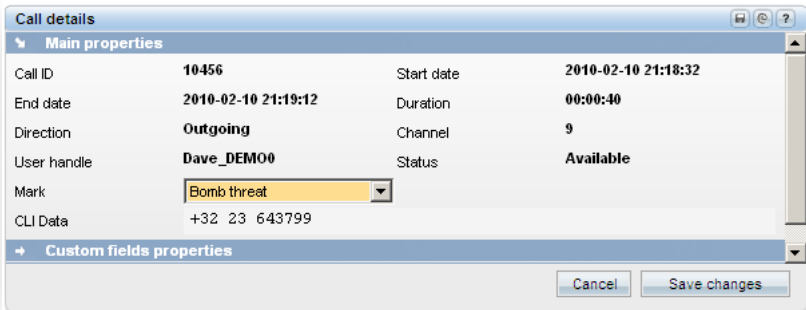


Play volume. Change the play volume with the + and – buttons.



Play speed. Change the play speed with the + and – buttons

The calls details window shows all available call details. Depending on the user rights it is possible to change the call marking via the 'Marked as' drop down menu. Custom database fields can be accessed and the audit trail for the selected call could be viewed.



The call details window has a number of function buttons in the upper right corner. These function buttons are showed or hided depending on the user right settings.



Download the call from the recorder.

Only visible is the user has download rights for the selected call.



E-mail a call from the recorder.

Only visible if the user has email rights for the selected call.



Delete the call.

Only visible if the user had delete rights for the selected call. Complete call deletion functionality could be switched of via the global settings menu. By default this functionality is switched off.

8 Quit

Logout

To exit the CyberTech Recording application, click on “Logout” on the right top of the screen. This will end this session and close the window. You will return to the Log-on window.

9 More information

We hope you enjoyed the on-line demonstration. If you would like to receive more information on the CyberTech Recording Solutions, or a proposal for a customized configuration, please contact us at:

sales@cybertech-int.com